

MIDDLE MANAGERS' RESPONSIBILITIES – January 2024

JOB TITLE	RESPONSIBILITIES
ORGANISATIONAL INTELLIGENCE	
Strategic Manager – Organisational Intelligence	Lead the co-ordination of the overarching organisational change programme of activities, providing progress reports to the appropriate member and senior officer level meetings on a regular basis and seeking to remove potential barriers that hinder progress and resolve issues that emerge.
ADULT SOCIAL CARE	
Strategic Manager – Housing Enabling & Delivery	To lead the council's approach to housing delivery. Work with a range of providers to increase housing supply, enabling the development and management of partnerships for the delivery of all tenures of housing, including much needed affordable housing. Working in partnership with a wide range of stakeholders including registered providers, developers, and other council services. Responsibilities include developing the council's housing company, creation and development of partnerships, housing supply initiatives, inward investment, project management and delivery of a range of projects and programmes to increase housing delivery. Providing a significant role in supporting the multi-disciplinary approach to housing, developing a governance structure to support the wider programme management of housing delivery. Working with registered providers, SMEs, local community groups and the voluntary sector to activate the housing market and to increase housing supply. Working with the wider council to develop guidance on valuation methods most appropriate to support the Council's Corporate Plan objectives.
Strategic Manager – Partnerships & Support	To act in the capacity of the strategic lead officer in the establishment and delivery of the IW Place System for integrated Health and Care services scope and in the development of the intended governance and programme outcomes. Provide leadership and direction to secure the successful delivery of a significant programme of cultural change and governance re-design, acting as the interface between the council's public sector partner organisations in order to facilitate public sector transformation and integration on the Isle of Wight. To provide strategic leadership oversight and management to the Business Development and Support Services within Adult Social Care including Deputyship; Wightcare; Community Equipment Service; FACT; and Direct Payments teams to support transformation ensuring models of best practice are adopted.
Service Manager – Individual Support	To lead, develop and operationally manage the department's mental health services and supports flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals we serve. This includes the department's mental health social work service, the Adult Mental Health Professional service and the out of hours duty social work service. The postholder will also support the DASS and the AD Integrated Service Delivery to drive and deliver an integrated health and care service for people with mental health issues in accordance with the IoW Mental Health Blueprint and IoW Health and Care Plan 2019.
Service Manager – Strategic Commissioning	To lead, develop and operationally manage the Strategic Commissioning Team within Adult Social care flexibly, efficiently, and within the allocated resources including planning and delivering complex professional organisational commissioning services within the governance framework of the authority. To support the development, management and delivery of Council services whilst managing staff responsible for service delivery / support within the specialist area and ensuring the Council maximises service outcomes in relation to cost.

Service Manager – Preventions	To lead, develop and operationally manage the mental health, learning disability and safeguarding services flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals Adult Social Care serve.
Service Manager – Internal Services	To perform the functions required by the Care Quality Commission of the Nominated Individual on behalf of the council. Responsibility for supervising the way that regulated activity is managed at the council’s care homes, reablement provision and domiciliary care/outreach services. To be the main point of contact with the Care Quality Commission regarding the councils internally delivered regulated activity. To have a detailed understanding of the Care Quality Commission and legal requirements for regulated services To support the development of systems and processes to ensure that the CQC’s fundamental standards are met. Provide a focus on key values, attitudes skill and knowledge for all staff within internal regulated services to ensure provision of the best possible care. Embedding good and best practice in everyday service delivery.
Service Manager – LD Operations	To lead, develop and operationally manage the learning disability service flexibly, efficiently, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centred approach for the individuals Adult Social Care serve.
Principal Occupational Therapist	To lead Occupational Therapy (OT) within Adult Social Care and Housing Needs, be responsible for supporting and advising on strategic, operational issues and on practice and professional development, supporting the promotion, maintenance and protection of independence for local people.
Principal Social Worker	To work with the Leadership Team for the department, taking part in all decisions of importance enabling and promoting best practice to meet our statutory requirements. To provide professional leadership, advice, guidance and development for Social Work practice across the department. To lead the Social Work workforce in the development and delivery of new ways of working and embed best practice. The post holder will be the department’s representative at regional and national networks, ensuring that the Isle of Wight is seen and experienced as an exemplar of professional practice and practice leadership.
CHILDREN’S SERVICES	
Service Manager – Early Help & Family Hubs	To lead the co-ordination of support to South East Local Authorities (LAs), in conjunction with the Department of Education’s national team, and other key stakeholders in order to accelerate the opening of more Family Hubs. To support LAs in development and delivery of consultations and strategic needs analysis regarding earl help and family hub development. Provide advice and guidance on influencing key stakeholders, partner agencies (health, DWP, voluntary sector) in development and delivery of family hubs agenda. Have a detailed understanding of appropriate thresholds for early help services and children’s social care services with evidence of demonstrating what good looks like in that context. Support the further development of performance management frameworks locally and regionally. Promote the Isle of Wight Family Hub model in regional and national forums, including delivering reports, hosting visits, delivering presentations at key strategic meetings and events. Monitor and evaluate practise ensuring quality provision and value for money in services delivered by team. Promote collaborative and integrated working as a model of service delivery. Work in conjunction with the sector led team to identify further opportunities for development of integrated early help offer, including family hubs. Complete reporting requirements in line with the DfE requirements.

Service Manager – Operations	Promote equality as an integral part of a role and treat everyone with fairness and dignity. Supervise and manage the Children’s Social Care Team. Develop and maintain partnership working including MAPPA, MARAC, CAMHS and LSCB subgroups as directed. Ensuring the Local Authority discharges its statutory responsibilities in respect of Child Protection, Children in Need and Looked After Children Contribute to the development of strategies and policies and implement the agreed strategies. Inform commissioning strategy based on needs analysis and other data sources.
SEN Specialist Services Manager	To plan and control the Special Education Needs, Access, and Inclusion services. Provide effective strategic leadership of the Special Education Needs (SEN) and Inclusion services teams through which innovative practice is developed, recognised, and maintained. Leading on the development of strategies, policies and best practice that underpins the Council’s vision, values, and key priorities. Work across the wider children’s services teams to support the design, delivery, and evaluation of key strategies and associated workstreams. Provide strategic leadership and management oversight to services, such that all children and young people experience equity of opportunity and attainment potential, through access to high quality provision.
Service Manager – Children in Care	To provide operational and strategic leadership for a range of statutory social care services including children in care and care leavers. To ensure compliance with statutory responsibilities for children and be accountable for the performance and quality of the services within their remit. To maintain a focus on safeguarding children and the appropriate management of risk, across services. To manage resources and service budget.
Service Manager – Strategic Development & Commissioning	To be responsible for performance management, quality assurance, strategic partnerships and commissioning across Children’s Services, Children and Families branch. Ensure services are developed to deliver high quality services that address demand and efficiencies. Lead and manage Children’s Social Care performance management and quality assurance processes. Lead all Children and Families branch commissioning and contract management, maximising efficient use of resources whilst maintaining high quality outcomes for children. Lead joint commissioning arrangements working to develop integrated commissioning solutions for children and families with key partner agencies.
Service Manager – Access and Resources	To lead and manage a range of services focused upon ensuring that the resources within the Education & Inclusion services are used effectively and efficiently and in a way that is focused on improving outcomes for children. Direct responsibility for managing Schools Admissions, School Place Forecasting, Home to School Transport and DAIT services.
Service Manager – Education & Post 16 Participation	Manage the Virtual School, School Improvement, Skills and Participation, and Governor support functions within the Education and Inclusion division of the Children’s Services Directorate. Planning and managing statutory duties and functions associated with the local authority’s responsibilities for the education of school age children and young people, post 16 education and training, including mainstream post 16 sufficiency and strategic commissioning, post 16 participation, the September Guarantee, and NEET support services. Provide leadership and management oversight to services, such that all children and young people experience equity of opportunity and attainment potential, through access to high quality provision.
Service Manager – Strategic Development	To lead and manage the strategic development and delivery of all aspects of school place planning (statutory function) and capital investment within Childrens Services. Recommend strategies to the Directorates Management Team to ensure a sufficiency of school places on the Isle of Wight are maintained and, that IWC education and associated assets are utilised in the most effective and economic way. Develop a three-year Childrens Services capital programme (current estimated value £16m) that fully supports the educational needs of the Council. Promote partnership working across the directorate, across the IWC and with external partners to support the delivery of school place planning and capital investment. Ensure individual school capital projects are delivered efficiently and in accordance with corporate strategic planning objectives, whilst meeting budgetary and time constraints.

CORPORATE SERVICES	
Strategic Manager – Business Centre	To lead and manage all business centre transactional services necessary for the council to conduct its business in the most efficient and cost-effective manner possible. Lead on the overall strategy and improvement agenda for business transactions in order to assist in the delivery of significant financial savings for the council and income generation potential.
Strategic Manager – Legal Services	To manage the litigation team in providing advice and advocacy on legal issues including planning, licensing, crime, employment, civil litigation, Regulation of Investigatory Powers Act and information law. To manage the corporate information unit and ensure compliance with the Data Protection Act and Freedom of Information Act. To act as deputy monitoring officer and author of the constitution.
Strategic Manager – People and Organisational Development	To lead, plan and control a range of professional support functions that underpin the successful delivery of the council’s workforce learning and organisational development strategies (including Corporate learning and development, Adult and Social Care Professional learning; Early Years Advisory Service and Adult and Community Learning Service). Act in the capacity of the council’s workforce and organisational development lead officer in working across the public sector system in the pursuit of the one public sector ethos for the Isle of Wight.
Strategic Manager – ICT & Digital Services	To lead and manage the ICT service to support the operational activities of the authority and to develop the service to support the changing organisation in future years. The department provides enabling technologies supporting business change across the authority. Responsible for the overall ICT budget including staffing resource, contracts and centralized ICT equipment and telephony related purchasing. Additionally, responsible for provision of and development of digital services for the council to enable better access to customers and efficiencies through streamlined and automated processes both internally and externally to the organisation.
Strategic Manager – Human Resources	To lead and manage the professional advisory services of the human resource service (including the business partnering team, health, safety and welfare team and the HR support services team). To act as Council’s lead professional advisor on employee relations matters and lead officer in the development and implementation of people management projects.
Senior Property Manager	To act as the lead officer for the management and development of the council’s property portfolio, ensuring that its use is continually aligned to support the council’s agenda for regeneration and economic growth and the most effective delivery of its service responsibilities. To identify and develop opportunities for the use of the council’s asset base as a catalyst for regeneration or service transformation in order to contribute to the council’s overall financial sustainability. To develop and manage strategies that deliver successful commercial outcomes through strong and effective direct council investment and partnerships across the council and with the public, private, voluntary and community sectors.
FINANCIAL MANAGEMENT	
Strategic Manager - Corporate and Technical Finance	To lead the Corporate and Technical Finance function, including the closure of accounts, the production of the statement of accounts, collection fund accounting, capital accounting, technical input to the medium-term financial plan including the calculation of the business rates and council tax base and also have management oversight of the Treasury Management function and VAT and tax accounting. Provide a senior management role within Financial Management which requires a broad knowledge of the management of overall council resources in order to deliver key corporate strategies relating to the financial sustainability of the council in the medium to long term.
Pension Fund Manager	To lead and manage a full technical finance service to the council including the delivery of required pension fund accounting and governance arrangements, treasury management, capital programme financing and accounting, VAT and taxation statutory returns,

	<p>production of financial statements and perform the duties of the head of internal audit including acting in the capacity as client to the commissioned internal audit contract provision.</p> <p>To act as professional advisor to the Pension Fund Committee and the Local Pension Boards, for both LGPS and Firefighters Pension Scheme, in developing their work plan and fulfilling their regulatory responsibilities for scheme governance, investment and management.</p> <p>To act as professional advisor to the Audit Committee in developing their annual plan, consideration of internal audit activity to deliver the plan and the reporting of the annual governance statement.</p>
COMMUNITY SERVICES	
Strategic Manager – Planning & Infrastructure	<p>To lead, plan and control the council’s planning related functions (incorporating planning policy, development control and building control).</p> <p>Lead the development and operation of the Island Plan as a key enabler that underpins the development of economic, social and environmental wellbeing of Island residents.</p> <p>Act in the capacity of the councils lead planning officer and professional advisor on planning policy and development matters.</p> <p>Leading on major development projects identified within the Island’s regeneration strategy</p>
Strategic Manager – Community & Culture	<p>To lead, plan and effectively manage the strategy, policy and delivery of services within remit through which there is efficient and integrated service delivery that brings about improvements for the Island, its residents and visitors and successful delivery of the council’s ambitions and corporate priorities and acting as one organisation. Provide strategic leadership and management to a portfolio of related services building cohesion and collaboration in approach, including:</p> <ul style="list-style-type: none"> • Libraries • Museums, Archives and Archaeology • Bereavement services & Registrars <p>Lead a review of public realm operations, libraries, museums, and archives services that will lead to a new structure and model of working for April 2024 and beyond, leading to greater efficiency, effectiveness and integration of community-based service provision that is also capable of bring about savings and improved revenue opportunity. Contribute to the overall collective leadership of the council, proactively identifying and maximising cross cutting opportunities to improve co-ordination, efficiency</p>
Strategic Manager – Highways	<p>To lead, plan and effectively manage the council’s strategy, policy and delivery of its Highways PFI and the associated highways contract management and engineering teams. Lead the effective and efficient management of the highways PFI contract, ensuring compliance with the contract and expectations of the contractor. Act in the capacity as the council’s lead officer for the operational management of the highways PFI contract and first point of contact with the PFI contractor. Lead the delivery of the council’s statutory obligations in respect of its responsibilities as a Highway Authority. To support the development and delivery of key strategic transport infrastructure policy, projects, and initiatives, including economy and regeneration projects. To maintain and monitor a forward investment plan for strategic transport infrastructure projects including the preparation and management of relevant funding bids. Contribute to the overall collective leadership of the council, proactively identifying and maximising cross cutting opportunities to improve co-ordination, efficiency and effectiveness and reduction in duplication that delivers better outcomes for the Island’s communities.</p>
Building Control Manager	<p>To lead and manage the Council’s Building Control section, to ensure that a competitive, efficient, effective and high performing quality of Building Control service is provided in accordance with Policy and Legislation. To provide expert advice and to be responsible for developing policies and strategies relating to Building Control.</p>

PUBLIC HEALTH	
Service Manager	<p>Provide senior management leadership to the IOW Public Health Team as part of a joint leadership arrangement with Hampshire County Council, for a period of 3 months in the first instance with a possible extension whilst the partnership further progresses.</p> <p>To act as the operational lead for the team supporting local action on Public Health matters. To oversee and manage the day-to-day operations and workflow of the IOW Public Health team. Based with the IOW and Hampshire teams spending time in each across the week to ensure appropriate join up and knowledge sharing.</p> <p>Provide specialist Public Health advice with the consultants in public health to ensure that there is a co-ordinated and evidence-based approach to programme implementation and delivery.</p> <p>Take lead responsibility for the implementation, commissioning, delivery and performance of key public health programmes across the Isle of Wight to improve the health of the population and reduce inequalities in their health, reduce the burden of long-term conditions and address the wider determinants of health.</p>